

Fleet Services Division

Goal #2 - Minimize Fleet Down Time

| Measure | Actual | Target | Status |
|----------------------------|-------------|-----------|--------|
| Cost of Vehicles Down Time | \$3,088,800 | \$720,000 | ⚠️ |

Why is this measure important?

The Fleet Services Division performs routine maintenance and unscheduled repairs on the 3,000 vehicles, in the City's fleet. However, while services are being performed or vehicles are awaiting service, City services may be delayed. Fleet Services uses a calculation tool provided by the Federal Emergency Management Agency (FEMA) to tally productivity losses caused by emergency events. The City uses this same calculation to determine lost productivity due to vehicle and crew down time.

What do these numbers tell us?

Every organization must address operational losses due to vehicle repair and maintenance, since vehicles in the shop cannot be used for City business. For the City, the ideal number of vehicles awaiting maintenance and repair is equal to the daily capacity of the mechanics on duty with extra time given to prepare the next group of vehicles. The City's ultimate target is for no more than 40 vehicles to be out of service which equals approximately \$295,000 in lost operational cost. However, the current backlog is 297 units, at an estimated operational loss of over \$3 million per month. The number of vehicles held for repair is too high. The Fleet Services Division is taking several steps to reduce this backlog. First, mechanics are now performing maintenance work at night in order to eliminate lost productivity due to maintenance. In addition, the City plans to replace older vehicles, which will reduce the number of needed repairs. (Last updated October 2015)

